

Voucher / Vendor Issues

1. **Problem:** a voucher to a one-time vendor that is stuck in the process and won't print.

Solution: Change the one-time vendor from an "Approved" status to "Inactive." This doesn't sound right, but that is how the one-time vendor works in voucher. As soon as the one-time vendor is saved in a voucher, the status should go to Inactive. If it doesn't, then the check won't print. By changing the vendor to inactive for the system, the check will print.

2. **Problem:** an ACH return item. There is new bank information for the vendor. When you try to update the bank accounts in Vendor, you get an error message because the vendor is still tied to an outstanding voucher.

Solution: Change the payment method on the voucher to "By Check" and save it. Then you can go in and update the ACH information on the vendor (make sure you backdate the effective date to the invoice date of the voucher). When that is done can change the payment method back to "ACH" on the voucher and reissue payment.

3. **Problem:** Vouchers are kicking out because of bad withholding information on a voucher. This can be caused by two things:

- a. Personnel entering the voucher tried to change the withholding code rather than the withholding class; or
- b. The voucher enterer clicked "Cancel" instead of "OK" when receiving a withholding error message on a non-reportable location.

Solutions: If a non-reportable location is selected and getting the warning message, all they have to do is click "OK", and there will be no reporting on that voucher. If the payment is reportable but the correct withholding class does not appear add the correct withholding class to the vendor. Remember to back the change to allow for the voucher date. Do not use the Withholding Code; it will cause the voucher to error out.